

# Information Technologies

## Budget Message

FY 2003/04 and 2004/05

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**The Information Technologies Department** has focused this year on the convergence of technology and the strategic alignment of our department's overall technology plan with the County's technology needs. We have participated in the County Manager's strategic planning process to insure that we will be positioned to support and meet the needs of the County's internal and external customers. Our goal is to "deliver premium services through open access communications and innovative technology."

The department spent several months during the first part of the year assessing and evaluating the effectiveness and efficiency of the services we provide. We then went through the process of realigning and reorganizing to change our traditional services model based on department and divisions to a new model based on the delivery of services. The new model focuses on people, process and technology and, our ability to deliver services effectively, consistently and reliably. The reorganization encouraged us to relocate like services and the employees who provide those services, into strategic locations where interaction would promote the most effectiveness.

The newly formed services sections are outlined on the department pages that follow including the services each section provides.

The department has continued to develop our fiber wide area network over the past year and will continue to optimize the improvements we've made. A few significant improvements made this year include the implementation of a "Smart Ring" that provides redundancy and backup of our critical fiber infrastructure.

Another important project this year has been the implementation of equipment and technology that will allow us to maximize our fiber optics investment without having to add additional strands of fiber. This technology utilizes the existing fiber strands and

multiplies our capabilities to provide up to 10 times the amount of bandwidth, increasing our capabilities to meet the demand for new and enhanced services.

We have also upgraded our internet service to meet the continuing demand for access to our County web site and our on-line services. We will continue to provide service to other County government entities that share our network, and are committed to providing direct services to the public.

The department continues to develop our imaging program, which allows us to digitally file and index documents and plans. This system makes retrieval of documents easier than traditional paper documents, and saves on storage costs. In addition, this program will increase our ability to provide electronic documents and records directly to the public.

The department has made significant improvements to the intergovernmental radio system that is used by operating departments, law enforcement, public safety and other emergency services countywide. These improvements will allow us to continue to utilize this system for many years into the future, and allows intergovernmental coordination of services countywide.

The department has taken the initial steps to help insure the security and integrity of the County's information systems. During the upcoming year we will continue to enhance our security initiatives by putting into place intrusion detection, system monitoring, and security software that will reduce our vulnerability to cyber attacks. In addition, we will provide the necessary training and tools to our employees to secure and monitor these assets, in conjunction with a security services provider to insure maximum effectiveness and safety.